

# PRIVACY POLICY

August 2020

datmedia takes the privacy of customer information and data seriously.

Some information provided to us might be considered to be personal. We will only collect such personal information if it is necessary for one of our functions or activities. Personal information about visitors to our site is collected only when knowingly and voluntarily submitted.

For example, we may collect information to answer or forward any requests or enquiries, or provide you with further services. It is our intention that this policy will protect your personal information from being handled in a way that is inconsistent with applicable privacy laws in Australia.

Unless we disclose other uses in this Privacy Policy or at the time of collection, we will only use personal information that is submitted to us or through our website for the purpose or purposes for which it is submitted, or for such other secondary purposes that are related to the primary purpose.

To enable you to take full advantage of our services, we may collect personal information about you including your name, email address, address, telephone numbers and the option to receive updates and promotional material and other information. You can unsubscribe from any marketing initiatives at any time.

We reserve the right to engage third parties on occasion in order that we may provide you with goods or services on our behalf. In such circumstances, we may disclose your personal information to those third parties in order to meet your request for goods or services.

Security measures are reviewed and updated in light of current technologies and, to the best of our efforts, we strive to ensure the security, integrity and privacy of personal information submitted. No data transmission over the Internet can be guaranteed to be totally secure, however we will endeavour to take all reasonable steps to protect personal information.

We also work to keep such information accurate and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us to have the information corrected.

Apart from where you have consented, or disclosure is necessary to achieve the purpose for which information or data was submitted, we may disclose personal information in special situations where we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) our rights or property, users, or anyone else who could be harmed by such activities. Also, we may disclose personal information when we believe in good faith that the law requires disclosure.

Our staff and the contractors who provide services related to our information systems are obliged to care for and respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

We use cookies to provide you with a better experience. They allow us to increase your security by storing your session ID and are a way of monitoring single user access. Such non-personal information is gathered to assist in analysing the usage of, and creating a better website experience.

Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Such information cannot be traced to an individual user and is gathered in aggregate only. Any data we collect from you is kept on secure servers in controlled facilities.

Please be aware that any data (including, but not limited to, images, music and video) stored on physical devices sent to us for repair or replacement may be lost during the process of repairing or replacing electronic products.

It is your responsibility to ensure such personal data is backed up or deleted before the product is returned to datmedia.

Personal information collected from you in warranty and return situations will only be used for the purpose of verifying and processing such claims.

If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us.

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's website; <http://www.privacy.gov.au/>